(d) if so, to what extent Government have agreed for relaxation of norms for cooperative banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL): (a) and (b) Reserve Bank of India (RBI) has reported that it has received representations from National Federation of Urban Co-operative Banks and Credit Societies Ltd. (NAFCUB), New Delhi, Maharashtra State Co-operative Bank Ltd., Mumbai and the Maharashtra Urban Co-operative banks' Federations Ltd., Mumbai expressing their concern over the implications of the Monetary Policy measures on Urban Co-operative Banks (UCBs), District Central Co-operative Banks (DCCBs) and State Co-operative Banks (SCBs) and requested for reconsiderations.

(c) Yes, Sir.

(d) As reported by RBI, these measures were initiated in view of the recent developments as well as for further strengthening of the urban cooperative banking movement. Hence, RBI has not agreed for relaxation of these measures at this stage.

Senior citizens' counter in Banks

2508. SHRI RAJNATH SINGH [4]SURYA': Will the Minister of FINANCE be pleased to state:

(a) whether there is any proposal to open senior citizens' counter in banks or providing them essential service by phone in computerized branches;

(b) if so, the details thereof; and

(c) if not, whether Government would consider this proposal?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI BALASAHEB VIKHE PATIL): (a) to (c) No. Sir. However, Indian Banks' Association has reported that the Banks have issued instructions to their branches to extend courteous and need based services to senior citizens as also to provide exclusive counters for senior citizens where the concentration of pensioners is large. Tele- Banking Services, wherever available, are also offered to senior citizens.

Practical problems like age proof, enough number of customers, additional space, cost of additional staff/furniture, availability of staff etc., will make it unviable for banks to consider separate counter for senior citizens as a compulsory arrangement.